

# QBE at a glance

**QBE is one of the world's leading insurers and reinsurers, operating out of 49 countries around the world, with a presence in all of the key insurance markets.**

## QBE in Europe

QBE is a specialist in business insurance, operating in all the major insurance centres throughout Europe and has over 100 years' experience in the UK. We have a strong presence across the UK and Ireland, enabling us to provide an outstanding service locally to brokers.

In Europe, we have an in-depth understanding of each of our chosen markets. Our ability to combine local expertise with the broad knowledge of our product specialists enables us to provide innovative solutions in each territory.

Our financial strength provides a level of security and confidence with the added flexibility of our dual-pen capability. This means you have the choice of whichever is best for your business, either Lloyd's, where we are one of the largest managing agents, or company paper.

## Financial strength

### QBE Insurance Group performance 2010

Gross written premium*	£8,809 million	Net earned premium*	£7,344 million
Combined operating ratio	89.7%	Shareholders' funds**	£6,605 million
Insurance profit*	£1,101 million		

## Highly rated

You can judge the size and strength of a company by the ratings it keeps.

	Insurer financial strength	Issuer credit rating
Standard & Poor's	A+	A+
Fitch Ratings	A+	A+
A.M. Best	A	A+

Standard & Poor's and Fitch Ratings current Insurer Financial Strength and Issuer Credit Rating for QBE's main insurance subsidiaries (QBE Insurance (Europe) Limited and QBE Reinsurance (Europe) Limited) is A+.

A.M. Best has assigned an Insurer Financial Strength Rating of A (excellent) and A for QBE Insurance (Europe) Limited and QBE Reinsurance (Europe) Limited respectively, and an Issuer Credit Rating of A+ for QBE Insurance (Europe) Limited and QBE Reinsurance (Europe) Limited.

## Key facts

- Gross written premium £8.8 billion to year end December 2010
- One of the largest managing agents at Lloyd's
- A+ rating by Standard & Poor's and Fitch, A rating by A.M. Best
- First London office established in 1904
- Regional offices throughout the UK, Ireland and mainland Europe
- Choice of writing business with Lloyd's security or company security
- Comprehensive product range
- Our award winning service has won us numerous awards, including 2010 Post Magazine Underwriting Service Awards – Underwriting Team of the Year for both Casualty and Construction and Engineering; 2010 Reactions London Market Awards – Best Insurance Company and Best Underwriting Team – Casualty.

\* based on average exchange rates January – December 2010 US\$ to GBP

\*\* based on the exchange rate US\$ to GBP as at 31 December 2010

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## Leading product range

As a specialist in business insurance, the breadth of the industry sectors we cover is almost as diverse as our range of products. With an appetite and capacity to provide cover across any size of business we are market leaders in the vast majority of products we offer.

With literally hundreds of product lines we are confident we can provide you with a competitive and effective solution. To give you a flavour of our extensive range, we have listed some of our product lines below:

- Accident and health (inc commercial PA and business travel)
- After the event insurance
- Aviation
- Bloodstock
- Commercial crime
- Commercial combined
- Commercial motor – (inc fleet, haulage, bus and coach, motor trade)
- Contractor all risks/EAR
- Energy, offshore and onshore
- Entertainment and leisure industry
- Financial and professional liability (D&O, PI)
- General liability (EL, PL, Tradesman)
- Marine
- Pharmaceutical and medical
- Political risk and terrorism
- Product guarantee and recall
- Product protection
- Property
- Reinsurance
- Scheme underwriting facility
- Specie
- Surety
- Trade credit and bonds
- Warranty and GAP.

So whether it's cover for a dental practice or a leisure centre we are confident we can provide the cover. Please visit [www.QBEEurope.com](http://www.QBEEurope.com) and review our product guide and even if you cannot find what you are looking for here, we'll do all we can to provide a competitive and effective solution.



## Rugby

QBE is proud to be an Official Partner of England Rugby and Premiership Rugby. Working with two leading names in the sport means that we can expand our association with specialists on and off the rugby field, allowing QBE's brand to develop and business to grow.

To find out more about how QBE is supporting rugby at all levels of the game, please visit

[www.QBEEurope.com/rugby](http://www.QBEEurope.com/rugby) and register your details to receive advance news of forthcoming rugby events and competitions.

## Our approach

All our people are encouraged and empowered to use their expertise to find a way around problems. We have a healthy appetite for risk, and a willingness to work flexibly in partnership with brokers and clients, enabling us to find solutions where other insurers can't or won't. We don't believe that one size fits all or that we should follow what other insurers do, which means we are always willing to take a view on specialist risks.

## We stand by our claims

At QBE we pride ourselves on our professional, efficient and sympathetic approach to claims. So not only do we take great satisfaction from our highly rated\* claims service, we also place great emphasis on risk management, working with clients to improve their systems and processes.

Effective risk management is an essential feature of all successful organisations and is one of our key underwriting considerations. Our objective is to work hand in hand with all stakeholders to ensure we take every opportunity to contain and control risk. This helps us to reduce the frequency and severity of our clients' loss experience.

## Local knowledge

UK and Ireland – Underwriting offices London, Dublin, Birmingham, Bristol, Glasgow, Leeds, Manchester and Stafford.

Mainland Europe – offices in Belgium, Bulgaria, Czech Republic, Denmark, Estonia, France, Germany, Hungary, Italy, Macedonia, Norway, Romania, Slovakia, Spain, Sweden, Switzerland and the Ukraine.

## History of QBE

In 1886, the North Queensland Insurance Company was formed by two insurance agents in Sydney, Australia. The company was expanded by establishing agencies throughout Asia and Australasia. There was even an agency presence in London prior to the branch office opening on Fenchurch Street in 1904.

North Queensland Insurance Company continued to grow and acquired Equitable Probate and General Insurance in 1959, before merging with the Bankers and Traders Insurance Company in 1971 to finally arrive at the name – QBE – in 1973.

## To find out more

For more information about QBE and how we can help your business, please visit our website [www.QBEEurope.com](http://www.QBEEurope.com) or e-mail us at [enquiries@uk.qbe.com](mailto:enquiries@uk.qbe.com)

*\*In 2010 QBE had the highest proportion of brokers saying that they were delighted with QBE's claims service. (Gracechurch Claims Performance Monitor 2010)*



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